

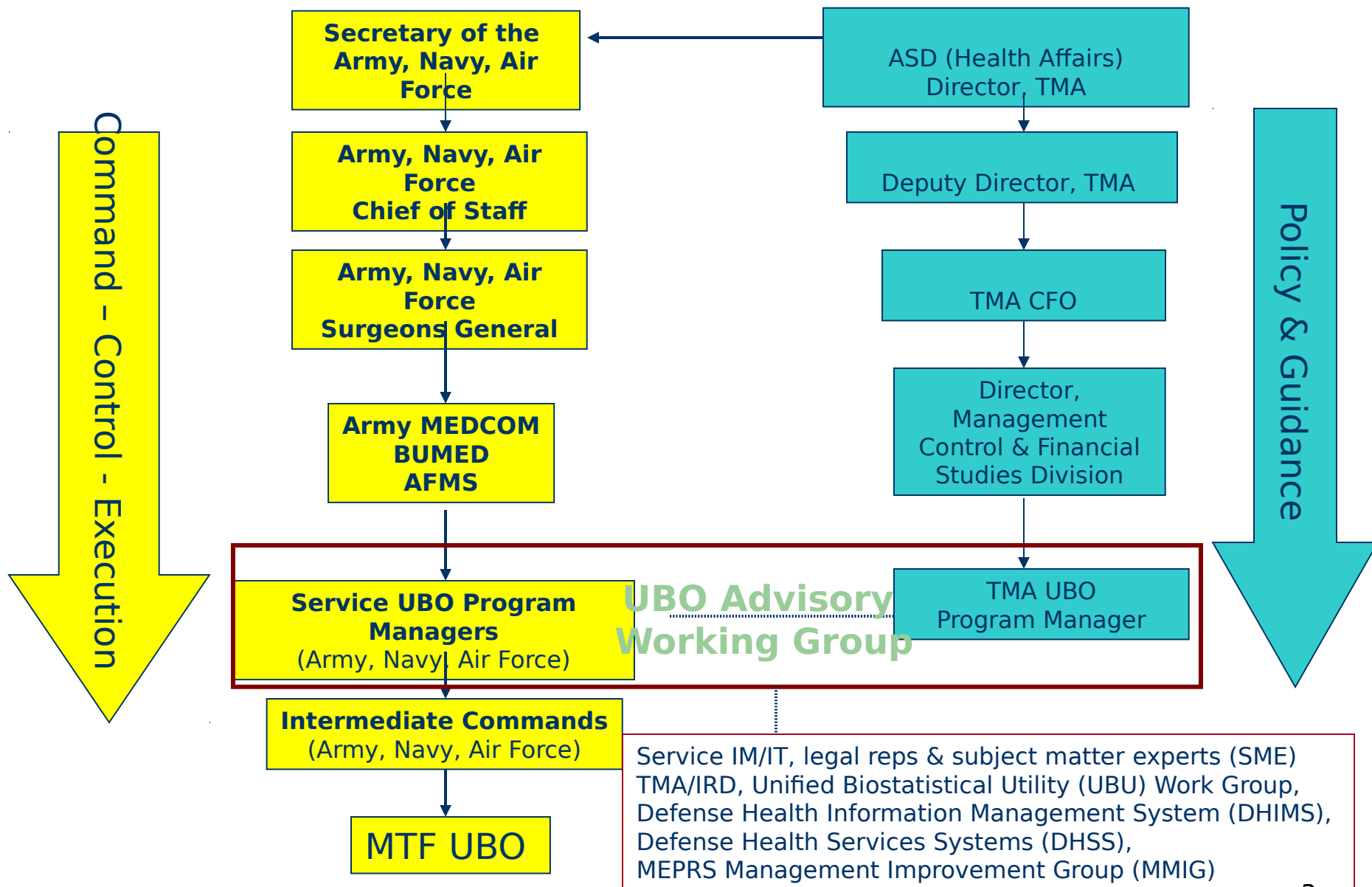


Data Quality: UBO & The Revenue Cycle

TMA Uniform Business
Office
Program Manager
September 2011

- Uniform Business Office (UBO) Organization
- UBO Cost Recovery Programs
- MHS Billing Systems
- MTF Revenue Cycle
- Data Quality and How it Affects Each Phase of the Revenue Cycle
- UBO Success Factors
- Resources

Uniform Business Office (UBO) Organization



UBO Cost Recovery Programs

Third Party Collections Program (TPCP)



Medical
Services
Account (MSA)

Medical
Affirmative
Claims (MAC)

Who Gets Billed Under Which Cost Recovery Program?

- Third Party Collections Program
 - Bill insurers for care provided to eligible DoD beneficiaries (excludes Active Duty) with other health insurance (excluding Medicare & TRICARE)
- Medical Services Account
 - Includes billing for care provided to eligible patients from Veterans Affairs/Coast Guard /NOAA/ PHS/Civilian Emergencies/Foreign Military & their Family Members
- Medical Affirmative Claims
 - Bill for care provided to eligible DoD

Collections by UBO Cost Recovery Program

- Third Party Collections Program (TPCP)
 - \$220M (FY 2010)
- Medical Services Account (MSA)
 - \$177.5M (FY 2010)
- Medical Affirmative Claims (MAC)
 - \$12.2M (FY 2010)
- ALL funds collected are retained by your MTF
 - TPC funds are in addition to the MTFs O&M

Direct Care Third Party Collections Program (TPCP) Inpatient and Outpatient Amounts Billed and Collected

3rd Qtr 2011 Cumulative (\$Millions)

Service	FY08		FY09		FY10		FY11	
	Billed	Collected	Billed	Collected	Billed	Collected	Billed	Collected
Outpatient								
Army	\$ 72.40	\$ 40.10	\$ 78.00	\$ 50.10	\$ 69.50	\$ 50.60	\$ 70.80	\$ 41.10
Navy	\$ 37.40	\$ 23.20	\$ 41.00	\$ 26.80	\$ 34.20	\$ 25.20	\$ 31.20	\$ 19.60
Air Force	\$ 152.40	\$ 63.10	\$ 154.10	\$ 69.80	\$ 121.10	\$ 62.60	\$ 105.10	\$ 53.20
Total	\$ 262.20	\$126.40	\$ 273.10	\$ 146.70	\$ 224.80	\$138.40	\$ 207.10	\$113.90
Inpatient								
Army	\$ 42.50	\$ 17.90	\$ 44.20	\$ 21.90	\$ 38.60	\$ 18.50	\$ 42.40	\$ 16.20
Navy	\$ 17.00	\$ 6.50	\$ 14.10	\$ 5.40	\$ 12.50	\$ 6.60	\$ 13.30	\$ 5.30
Air Force	\$ 21.50	\$ 9.70	\$ 18.30	\$ 6.10	\$ 21.10	\$ 12.90	\$ 14.30	\$ 6.60
Total	\$ 81.00	\$ 34.10	\$ 76.60	\$ 33.40	\$ 72.20	\$ 38.00	\$ 70.00	\$ 28.10

*NOTE: Collected includes dollars for healthcare services provided in previous FYs and may exceed

current FY billings.

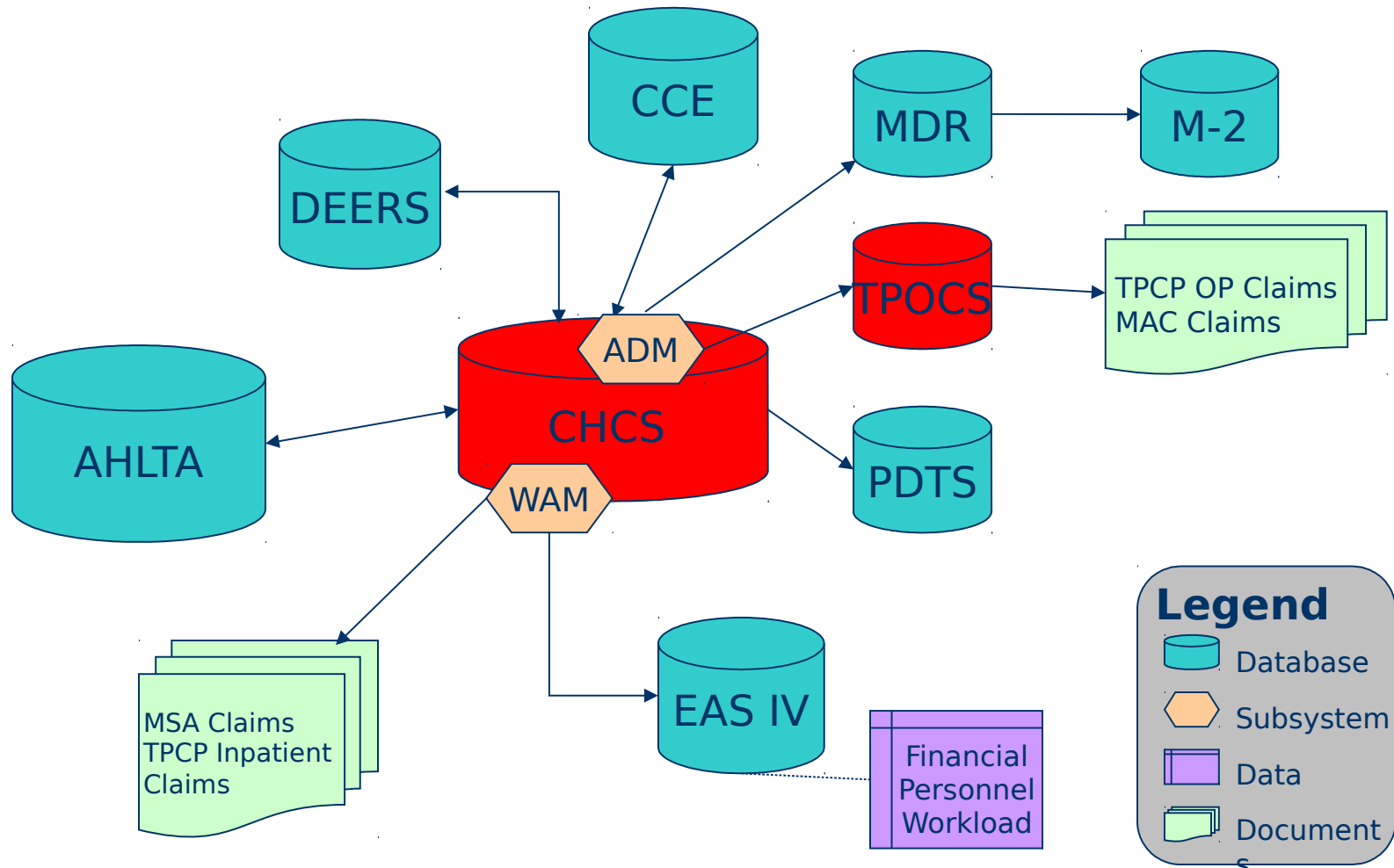
Data Source: MTF DD Form 2570 submissions to the TMA UBO Metrics Reporting System
A/O 30 August 2011

- Third Party Outpatient Collection System
 - Government developed system for billing outpatient TPCP (includes outpatient visits, lab/rad/pharmacy prescriptions)

- CHCS Medical Services Account (MSA) Module
 - Government developed module used for billing TPCP inpatient claims (both institutional & professional charges) & MSA

- Relationship to other systems
 - Provider Specialty Codes and other Provider Data
 - Collection of other health insurance (OHI) information in CHCS

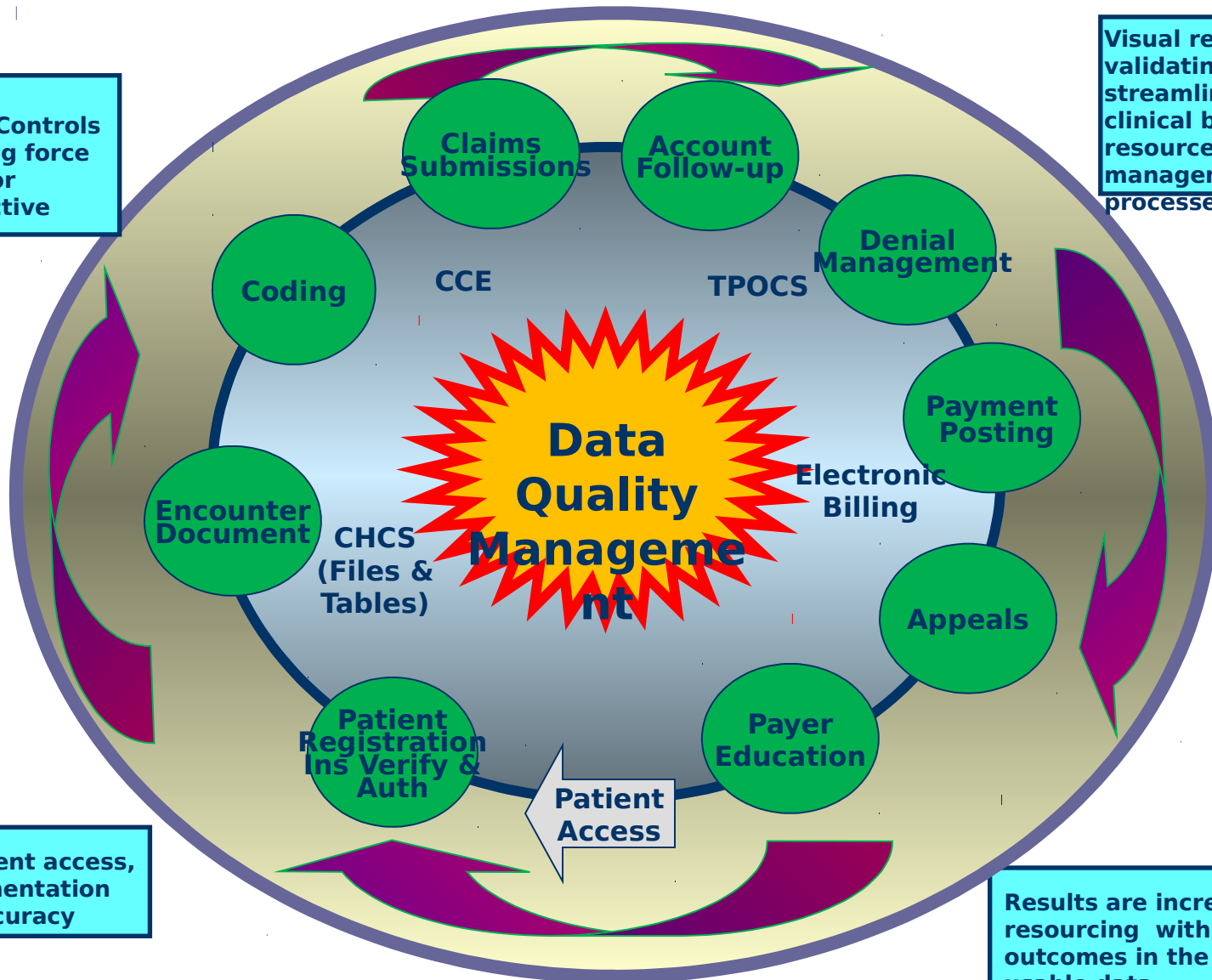
Existing MHS Systems



Data Quality Characteristics

- Accurate
- Complete
- Concise
- Cost-effective
- Relevant / Timely / Up-To-Date
- Presentation
- Consistent

MTF Revenue Cycle



Data Quality Management Controls are the driving force and conduit for ensuring effective and efficient operations.

Visual review for validating and streamlining major clinical business and resource management processes

Improved patient access, records documentation and coding accuracy

Results are increased resourcing with reliable outcomes in the form of usable data

Patient Registration



- PATCAT Entry
- Collection & Validation of OHI
- DQMC Assessable Unit

Importance of Accurate PATCAT Entry

- Patient Category (PAT) determines the reimbursable rate (if any) for healthcare
 - Over 300 PATCATs to select from
- Challenge of Patients with Multiple PATCATs
 - Spouse of AD Member who is a Reservist and employed as a Federal Employee
- Whose responsible for training/accuracy?

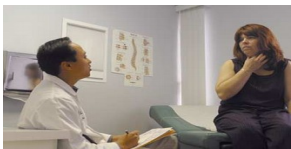
Training for Selecting the Correct PATCAT

- PATCAT course now available via the TMA UBO website
- http://www.tricare.mil/ocfo/mcfs/ubo/learning_center/training.cfm

Other Health Insurance (OHI) Information

- Use DD Form 2569 to capture OHI information about your patients
 - All Non-Active Duty Patients required to complete it every 12 months or if data changes
 - OHI needs to be entered into CHCS PII screen or it “doesn’t exist” for billing purposes
 - Direct correlation between presence of a current DD Form 2569 in patient record and rate of TPC billing
 - Reported monthly in Commander’s DQ Report

Encounter Documentation / Coding



- Medical Record Availability
- Documentation

CHCS Provider Specialty Codes (PSC)

- Set of codes unique to CHCS
- Current business rules preclude TPOCS from receiving ADM encounters with blank PSCs or PSCs > 900
 - (exception of 901 – Physician Assistant)
 - 702 (Clinical Psychologist) versus 954 (Psychology)
- Site visit to large medical center found 20% of PSCs fields were blank
 - Billable ADM encounter never reach TPOCS

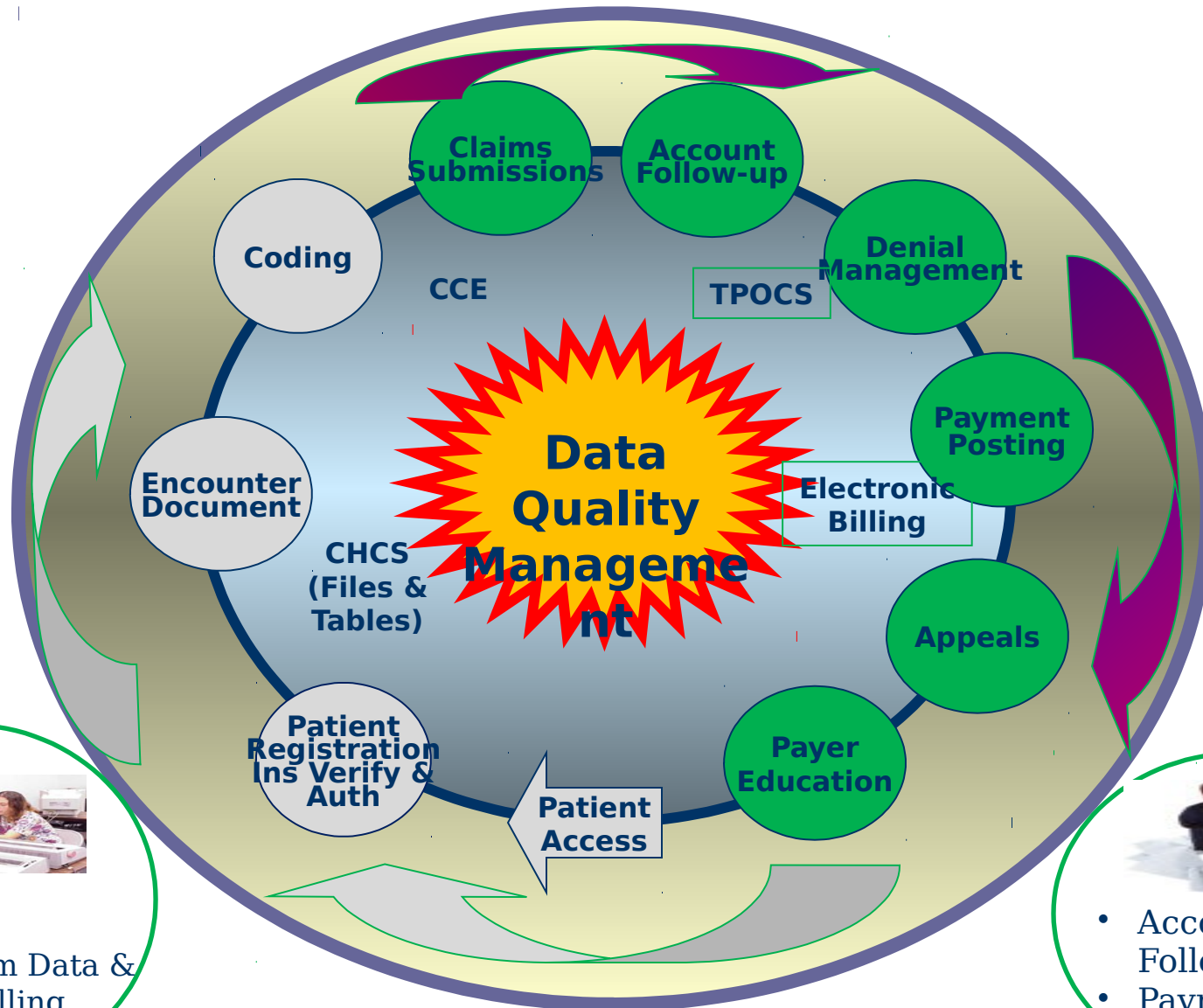


Correcting the CHCS Provider Specialty Codes (PSC)

- Get your site's most current CHCS Provider Profile and review the PSC fields for accuracy
 - No blank fields
 - Billable providers have PSC under 900 (plus 901 – Physician Assistant)
- Determine whose responsible for maintaining the PSC fields and TRAIN THEM!!!
- Periodically review the PSC fields to make sure the problem really has been permanently fixed

National Provider Identifier (NPI) Type 1

- Every Provider who can bill for healthcare services is required to have a NPI Type 1
- 23 May 07 was the deadline for MHS providers to obtain their own unique NPI Type 1
- Are all of your provider's NPI Type 1s in CHCS?
 - No NPI = No payment from Insurance Companies



- Insurance Verification
- Claim Form Data & Line Item Billing



- Account Follow-Up
- Payment Posting
- Denial

- What are the Focus Points?
 - MTF Revenue Cycle
 - Team Effort (not the just the UBO's challenge)
 - Staff Education & Training
 - Electronic Interfaces
 - Leadership Involvement
 - Stress the need to complete the OHI forms (DD Form 2569s)
 - Brief them on UBO Performance (e.g., OHI Capture, Billings & Collections for TPCP, MSA & MAC)

- UBO Web Page
 - <http://www.tricare.mil/ocfo/mcfs/ubo/index.cfm>
- UBO Help Desk Contact Information
 - ubo.helpdesk@altatum.org
 - 703-575-5385
- Defense Health Information Management System (DHIMS) Web Site
 - <http://dhims.health.mil/>
- Defense Health Services Systems (DHSS) Web Site
 - http://www.health.mil/MHSCIO/programs_products/jmis/DHSS.aspx

TMA UBO Program Manager

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